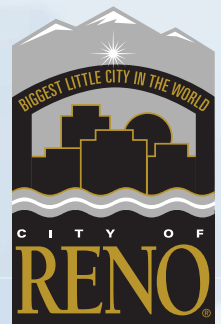


# CITY OF RENO ACCESS ADVISORY COMMITTEE



October 18, 2003

Northeast Community Center  
1301 Valley Road, Reno NV 89512



## **NORTHERN NEVADA DisABILITY SUMMIT REPORT**

**ACTION • DIALOGUE • ACCESS**

City of Reno  
Access Advisory Committee  
October 18, 2003

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**TABLE OF CONTENTS:**

I.	INTRODUCTION & BACKGROUND .....	3
II.	DEFINING THE ISSUES .....	5
III.	ACTION STEPS .....	8
IV.	RECOMMENDATIONS .....	9
V.	CONCLUSIONS .....	9

BREAKOUT SESSION NOTES:

APPENDIX A: ECONOMIC SELF-SUFFICIENCY

APPENDIX B: HOUSING & INDEPENDENT LIVING

APPENDIX C: PROTECTION OF RIGHTS AND PRIVACY

APPENDIX D: EQUALITY OF OPPORTUNITY, INCLUSION, AND FULL PARTICIPATION

APPENDIX E: PASPORT TO INDEPENDENCE

APPENDIX F: DIGNITY IN LIFE

APPENDIX G: ACKNOWLEDGEMENTS

APPENDIX H: RESOURCE LIST

APPENDIX I: ACTIONS FOR THE ACCESS ADVISORY COMMITTEE TO CONSIDER/PRIORITIZE

## I. INTRODUCTION & BACKGROUND

### The Reno Access Advisory Committee

The Access Advisory Committee was created to review City Codes and policies for their usefulness in helping to make places more accessible to people with disabilities. Its efforts have focused on improving access to public facilities, businesses, and residences for use by individuals with physical or other disabilities, as well as on increasing public awareness of the physical accessibility, educational and employment needs of disabled individuals. In October of 2003, the Access Advisory Committee hosted a summit to focus on issues of concern to the disability community.

### The DisABILITY Summit

The purpose of the Northern Nevada disABILITY Summit 2003 was to identify gaps in services, activities, and programs that create barriers to full participation in community life for people with disabilities. Summit participants explored the following themes from the State's "Strategic Plan for People with Disabilities":

- Economic Self-sufficiency
- Housing and Independent Living
- Protection of Rights and Privacy
- Equality of Opportunity, Inclusion and Full Participation
- Dignity in Life

This report summarizes community input gathered at the summit and lists possible short-term and long-term activities. The Access Advisory Committee will review this report in order to prioritize and incorporate key tasks into their action plans for the coming years.

### The Nevada Strategic Plan for People with Disabilities

The Nevada Strategic Plan for People with Disabilities established nine goals to guide all disability planning and funding over the upcoming ten-year period<sup>1</sup>. The goals can be summarized as follows:

- People with disabilities will fully participate in the development of policies, programs and planning affecting their lives.
- Individualized, setting-neutral assessments and expedited service entry will ensure that people with disabilities get services in integrated settings.
- People of all ages with disabilities will get services expeditiously in integrated settings.
- People with unique needs will obtain services in a timely manner.

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<sup>1</sup> The report is available on-line: [http://hr.state.nv.us/shcp/documents/Disability\\_Documents/StrategicPlan-Disability.pdf](http://hr.state.nv.us/shcp/documents/Disability_Documents/StrategicPlan-Disability.pdf)

## **DisABILITY SUMMIT REPORT**

City of Reno Access Advisory Committee

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- Improvement of health care will mean fewer people with disabilities are institutionalized.
- People with disabilities will have enough information to choose and direct the services they receive at each stage in their lives.
- People with disabilities will have resources and support to continue living independently or within their communities.
- Services and care will be managed and monitored to ensure that integrated settings become the norm in Nevada.
- Nevada will fund compliance monitoring of the Olmstead and Americans with Disabilities Act.

Many of these goals are statewide. The summit focused on the goals and priorities that could be addressed at the local level. Where local government efforts provide policies, programs and services to people with disabilities, it is important for the local government to use the “Critical Success Factors” identified by the Nevada Task Force on Disabilities:

### **Critical Success Factors**

- Involvement of people with disabilities and the families providing their care
- Early and successive, standardized, comprehensive assessment of individual needs
- Availability of community integrated settings
- Informed choice
- Effective, broad-based infrastructures and quality assurance

## II. DEFINING THE ISSUES

Randy Snow, motivational speaker, competitive wheelchair athlete, and the founder of No-XQs, gave the keynote address. Summit participants then had the opportunity to participate in several breakout sessions to explore the summit themes.

Participants in every one of the breakout sessions talked about fundamental issues of dignity and respect. The underlying theme was dignity in life, and it could generally be summarized as follows:

### Dignity in life

People with disabilities want to take care of themselves. And in a world designed for people without disabilities, that may mean they need a little – or a lot of -- extra help or consideration when it comes to the basics others take for granted:

- Being treated with respect
- Finding housing
- Getting an education
- Finding a job
- Getting health care
- Getting around

Participants also identified the following specific issues in each of the various breakout sessions. While the context and specific examples given were different, these concerns were fundamental to all aspects of life for people with disabilities:

- An adequate level of affordable, integrated, and (regionally) coordinated services and programs that can be accessed throughout the system – “no wrong door” entry
- An easily accessible source for consolidated and centralized information about services and programs available
- Education in the community about people with disabilities, their needs, and their rights
- Focus, funding, services, and support to help people with disabilities live independently
- People with disabilities are treated with dignity and have privacy, confidentiality and control over their own information

Participants in each of the breakout sessions then identified specific concerns related to each session's topic as follows:

### Economic Self-sufficiency

Economic self-sufficiency was defined as money, work, living on your own, able to afford to meet your own needs, hard work, freedom, self-worth, and interaction with others.

Overall, the most common specific issues identified by participants included:<sup>2</sup>

- Jobs, job training, job opportunities, and employer responsiveness (flex designed jobs)
- Education for potential employers: accurate portrayal of people with disabilities, their needs, the benefits of employing them, and legal information about employers' rights and responsibilities
- Job coaching, networking, support, mentoring
- Funding, grants, and loans for business opportunities

Specific requests that local governments may wish to include in objectives:

- Job fair specifically for people with disabilities
- Educate employers
- Consolidate postings – job connect website
- Fund on-the-job-training programs
- Publishing resources
- Job coaching – available through Community Education classes?
- Change employer perceptions of liability – partner with the Chamber of Commerce for education / training opportunities?
- Micro-enterprise – partner with Nevada Microenterprise?
- Grant writers for business opportunity grants

### Housing and Independent Living

The most common specific issues identified by participants included:

- Opportunities and innovative resources to support finding shelter as well as renting or buying a house (co-ownership, housing collaboratives)
- Education for service providers and decision makers: accurate portrayal of people with disabilities, their needs, and legal information about their rights
- More housing that is safe, meets needs of people with disabilities (universal design v. accessible), affordable, and convenient to transportation
- Funding, grants, and loans for housing

Specific requests that local governments may wish to include in objectives:

- Enforce existing laws
- Universal design – incorporate into development code

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<sup>2</sup> See Appendix A for the breakout session notes.

## **DisABILITY SUMMIT REPORT**

City of Reno Access Advisory Committee

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- Take models to developers to make a fully accessible community – development review committee?
- Training: what is difference between accessible versus universal design
- Safe neighborhoods – communication with law enforcement?
- Funding / training for purchasing homes – HOME funds?
- Directory of services for disabled community – collaborate with Crisis Call Center, Nevada Resources, and United Way?
- Develop new rules to keep public libraries information on services / programs up to date

### Protection of Rights and Privacy

The most common specific issues identified by participants included:

- Training for potential employers and applicants regarding laws, rights, responsibilities, and recourse – privacy, confidentiality, and disclosure
- Training for service and program providers on confidentiality and privacy
- Advocacy on these issues
- How to deal with hidden disabilities, having to “prove” disability

Specific requests that local governments may wish to include in objectives:

- Enforce existing laws / enforcement training
- Require all agencies to sign confidentiality forms – pass an ordinance?

### Equality of Opportunity, Inclusion and Full Participation

The most common specific issues identified by participants included:

- Need more positive news / media portrayals of people with disabilities
- Need a resource center, newsletter, communications tools for disability community
- Need accessible parking
- Improve financial systems to ensure they provide incentives, not disincentives

Specific requests that local governments may wish to include in objectives:

- Enforce existing laws – parking, bathrooms, ADA at events, parks, etc.
- Vote – make sure the polls are accessible
- Reach out to the Washoe County School District
- Training in advocacy and fundraising – collaboration and alliances?

### Dignity in Life

The most common specific issues identified by participants included:

- Dignity means being treated as others would like to be treated, without presumptions or stereotypes
- Various barriers must be removed: transportation, building, interpreters, financial



- Reliance on various people / services can lead to loss of dignity
- More legislative participation is needed
- Concern with total dignity in life as well as with death, dying and medical issues
- People with disabilities are out of “mainstream society,” feelings of isolation from the mainstream

### PasPort to Independence

The most common specific issues identified by participants included:

- Greater education of consumers, advocates, and service providers is needed to improve understanding of and access to PAS services
- Comprehensive PAS information needs to be housed at a central agency and/or website so that stakeholders know where to go to obtain PAS related information
- Inconsistency in personnel practices suggests a need for a state-wide governing board to address salaries, benefits, and training for attendants, to develop a grievance policy and committee for both attendants and consumers, and to monitor and evaluate quality of service provided
- Several PAS policy revisions were proposed, including the need for legislative action

## **III. ACTION STEPS**

The participants identified many specific tasks the City may wish to prioritize as needed to develop the Commission’s action plans for the coming years. While specific recommendations have been included in each subsection, a few overarching themes are listed below.

Many of the comments in the Summit focused on the idea of being treated with respect and dignity. Some possible recommendations for the Access Advisory Committee that may emerge from these concerns include:

- Create a “place” where people with disabilities are accepted, can be themselves
- Strengthen City policies / procedures to ensure that people with disabilities have full participation in decisions that affect them throughout the City
- Find partners to improve community awareness of the rights and needs of people with disabilities
- Develop innovative strategies for creating positive portrayals of people with disabilities and their needs
- Offer training in effective advocacy, public relations, and fundraising

Additional recommendations to address the region’s concerns of housing, jobs, and transportation might include the following:

- Create a committee to continue with a “gap analysis” of services to ensure that people with disabilities can get their basic needs met -- this group should also look for opportunities for collaboration and partnership in order to leverage existing funds/programs/services

**DisABILITY SUMMIT REPORT**

City of Reno Access Advisory Committee

---

- Create a task force to evaluate the potential benefits and issues related to a “one stop shop for services” along with any privacy concerns – this group may develop a series for recommendations for the City and / or the 2005 legislature
- Training in effective advocacy, public relations and fundraising can help increase available funding and programs as well as community support.

#### **IV. RECOMMENDATIONS**

The Access Advisory Committee may wish to use the following outline to develop an action plan for each of the themes for 2004 and beyond:

- Write a vision or goal statement for each summit theme: economic self-sufficiency, dignity in life, etc.
- Review and then prioritize objectives and action steps (APPENDIX I) that would be needed to achieve each goal and develop time lines for completion
- Identify responsible entities, collaborate with friends and allies, and establish appropriate milestones for each action step
- Implement objectives
- Evaluate implementation and recommended adjustments on an annual basis

#### **V. CONCLUSION**

The Northern Nevada disABILITY Summit 2003 was an excellent opportunity for the City of Reno to gather information on how to make full inclusion and participation in community life a reality. This report captures the essence of the community's ideas for the Committee's use in planning its work over the coming years. The input gathered at the Summit supports the work and the mission of the Access Advisory Committee and will help the Committee to be a strong advocate for the rights and interests of people with disabilities into the future.

APPENDIX A:  
ECONOMIC SELF-SUFFICIENCY BREAK-OUT SESSION BULLETS:

Facilitator: Patricia McAlinden

Recorder: Jim German

What is it?

- Money
- Work
- Live by yourself
- Able to afford to meet your own needs
- Hard work
- Freedom
- Self-worth
- Interaction with others

What is needed?

- How to access public benefits
- An income of one's own
- Single point of entry
- Identify goals / identify needs – combination of benefits for the individual
- Unified local government services
- The system works together – not against one another
- Need information
- Job opportunity programs
- Chance to obtain experience
- Stereotypes limit opportunities
- Job fair specific to the disabled community
- Educate employers
- Consolidated postings – Job Connect website
- Educate people on how to present themselves
- Job sharing programs
- Flex designed jobs
- MQs (minimum qualifications)
- What is needed at entry
- Reinstate funded OJT programs (on the job training)
- Cost to the employer to provide training
- Job development program
- Geographical access (single point)
- 211 online resource (single point)
- Get meeting information to the community
- Publishing resources – Unnamed Writers Group

## **DisABILITY SUMMIT REPORT**

City of Reno Access Advisory Committee

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- Collaboration by local governments to train; provide job programs; eliminate human resources stereotypes
  - Job coaching
  - Support Network
- Bring vocational programs and employer expectations together
  - Training
- Education on programs available
- Support access committees
- Point: can't generalize capabilities – all are different, as are limitations
- Experiences of individuals can benefit employers
- Change employer perceptions
  - Liability concerns
- Grants to allow for business opportunities
  - Hiring programs
  - Self-employment
  - Alternatives
  - Micro-enterprise
  - Association Reno
  - Need for grant writers
- People network
- Contact point
  - Single point resource
  - Focal point – group setting
  - Central contact point
- Help agencies help us
  - What we need!
- Employers interact with group

### Written comments

Concerning the issue of educating employers, a seminar is being held for small employers – educating people/employers with hiring disabled people. It's free to the small employers – Nov. 3<sup>rd</sup> (Monday) from 1-2pm at Nevada Job Connect (Old Town Mall), cosponsored by: Emlease Co. and Disability Resources (contact # 329-1126).

- Seminars might help educate employers – the key (or tricky part) is getting them there. People go places where they can get something – so provide seminars that attract what employers need or want to hear and educate about disabled people at the same time.
- Have people take Andy Fernandez's class on Disability Issues or have those instructors give employers a class on it.

APPENDIX B:  
HOUSING & INDEPENDENT LIVING BREAK-OUT SESSION BULLETS:  
Facilitator: DeeDee Bossart      Recorder: Donna Ruiz

Accessible housing

- Change:
  - Locations
  - Attitudes
  - Universal design – accessible to all individuals
  - Enforce existing laws
  - Regulation
- Educate:
  - Developers
  - Architects
- Visibility of the need
- Support for individuals – guiding them to resources
- If adequate accessible housing available – is there financial support for individuals
- What is the magic line of income – sliding scale
- Housing not always on the first floor – install elevators in apartments
- Move towards ownership
  - Buying apartments
  - Co-ownership
  - Collaborative
- Need more housing that is accessible and affordable – not so limited
- Make convenient to transportation
- What are the criteria for affordable? Accessible?
- The city does not have direct responsibility:
  - No enforcement
  - No mechanism
  - No accessibility guidelines
- Setup fund to make modifications when need arises

How to achieve?

- Need money
- Educate state and local level
- Educate citizens and legislators
- Visibility
- Access Advisory Committee
- City Council Meetings
- Involvement
- Self-advocacy – positive and negative

## **DisABILITY SUMMIT REPORT**

City of Reno Access Advisory Committee

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- Communication – move into one stop between government and agencies
- Communicate where to go to get information
- Effect change – council meetings
- Take models to developers to make a fully accessible community
- Accessible versus universal – different needs
- Begin changes at state level and filter down to local level
- Accessible:
  - Environmental
  - Safe neighborhoods
  - Sidewalk curb-cuts
  - Convenient to transportation
- Money / funding for upkeep on accessible homes

### Advocacy (educate to reduce stigma)

- Working with Chambers – clearinghouse for information (eyeglass campaigns as an example)
- Can help City prioritize in planning
- Advocate safer housing locations
- Help RTC be aware of needs when planning routes and stops
- Cash and counseling – federal program
- Educate legislators in order to move into public policy – planning

### Funding

- Where to go for help, access to money, information
- Advocacy, grants
- Fundraising education
- Lobbying, networking
- Access to funding for purchasing homes – not always focus on renting
- Raise taxes to fund services needed

### Clearinghouse for Information

- These need to be accessible
- One-stop shopping
- Variety of ways to access information – Internet, phone, walk-in, etc.
- Collaboration (non-competitive)
- Consistency in requests for information
- Computer based information
- Accessible by public transportation
- TDD
- Streamline info through all government agencies
- One application (apply once)
- Definition of homeless – need consistency

## **DisABILITY SUMMIT REPORT**

City of Reno Access Advisory Committee

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- Direct funding to promote home ownership instead of rental assistance – need a clearinghouse for this information
- Can't get services due to waiting list
- Where to go?
- Directory of services for disabled community
  - Crisis Call Center
  - Nevada Resources
  - United Way
- Faith based initiatives and appropriations
- Criteria different than public policy in funding

### Single Point of Entry

- Accountability to whom?
- One stop shopping
- No wrong door
- Impression – do not make it appear everything is taken care of
- Identify gaps
- Homeless information system – one-stop-shop
  - Collaborate to include other need bases – exists for three separate – need to roll into one?
- Public libraries – this has most all information needed -- develop new rules to keep information current
- Stay on top of changes – issues – follow through

### What type of help from City?

City block grants – where are councils' mindsets

Work with existing projects – keep these in forefront when planning

Think win/win for all citizens

Advocating / educating service groups – city/county/chamber

### Themes

Advocacy

Funding

One-stop-shop

### Written comments

- There are project homes and duplexes right next to Raleigh Heights of North Reno. These duplexes were built for welfare families, I believe. They were built starting in the 1980s and then newer units possibly built in the 1990s. Also check into converting these units for physically disabled. At least 2/3 of these new, nice units are not being used. Drive to Raleigh Heights, they are connected to Raleigh Heights on the North side.
- Educate legislature – policy makers, local level – educate citizens, get people involved. Talk to schools, high school, UNR, TMCC. Have services streamlined. Enforce laws



**DisABILITY SUMMIT REPORT**

City of Reno Access Advisory Committee

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that are already in place. Agency communication. Social workers need to have a broad-based education to understand disability issues. Not just housing – areas of recreation – collaborative efforts – needs based.

APPENDIX C:  
PROTECTION OF RIGHTS AND PRIVACY BREAK-OUT SESSION BULLETS:  
Facilitator: Paul Devereux, Ph.D. Recorder: Kayla Krone

Issues

- Disclosing certain information on a job application that may hinder your job – or – not disclosing information and getting caught between a rock and a hard place with performance
- Inappropriate to ask: what is your disability?
- Accommodating all. People unaware of others' needs
- Legal settings need to provide assistance as well
- If we implement a single point of entry system, they will have to share all of your personal information. What privacy issues need to be considered?
- Need to focus on needs, not disability
- Who should have access to your personal information?
  - Employers should be kept “out” of the loop
  - Confidentiality a must
  - Organizations need to make people aware of privacy policy and rights
  - Special education students information is being dispersed
  - Individuals need to protect their own rights and seek recourse if need be
- Consumer education to prevent violations
- Hidden disabilities
  - Issue with having to prove disability, without a shame factor
  - Education is first step
- What recourse can be taken when an agency discloses certain private information about you?
- Enforcement an issue – how and to whom?
- Standardized forms don't cover all rights and privacy protections
- When should confidentiality forms be used?
  - Barrier of services
- All agencies should be required to sign confidentiality forms
  - Uniformity between city, county and state
  - Try to pass ordinance at the City level first
- Change names to protect privacy
- Legal boundaries with regard to accessing confidential information
- How to provide access without giving too much access
- Balance between security and privacy
- Individual control and access over own record
- Training and education necessary

APPENDIX D:  
EQUALITY OF OPPORTUNITY, INCLUSION AND FULL PARTICIPATION  
BREAK-OUT SESSION BULLETS:

Facilitator: Charles Bullock, Ph.D.      Recorder: Jacqueline Jeanney

Barriers

- News – never talk about disabled. Need to get the information out there. Make sure the news is not prejudiced. News often gets the idea of people with disabilities wrong. They only view people with disabilities in a negative way
- Transportation – needs to more accessible
- Stop the negative portrayal – people pity citizens with disabilities. There should be a more positive portrayal of people with disabilities
- Access to information – one stop shop. Need a place where people can get all sorts of information
- Overall lack of information – need a resource center. Make a newsletter
- Speech communication
- Change people's attitudes – improve people without disabilities attitudes
- Improve flexibility – scheduling for volunteer work. Less structure in times for volunteer work or jobs so people with disabilities can participate
- Improve financial systems – they provide disincentives instead of incentives. Just because people with disabilities work they become ineligible for funds, finances, and benefits
- Burden to be included – burden falls on the shoulders of the person with disabilities.
- Idea of disability – there are many different types of disabilities. Educate people so they can recognize all the different types. Stop stereotypes
- Parking – access to buildings, improve accessibility. Not only towards parking but also bathrooms, farmers' market, all public events, ball games, parks. Get more proactive attention to improve accessibility
- Suffer from entitlement – don't hesitate to complain. Make your feelings heard. Call the legislature, City Council, and providers. Don't expect other people to do it for you. Stick up for yourself. Make people in the construction and architectural industries aware of disability access issues
- Advocacy – get involved, both people with disabilities and people without disabilities
- Vote – get to the polls
- Fear factor – don't be afraid to confront or advocate

How do we get more people involved?

- Get a mailing list of people with disabilities
- Provide better advertising for things like the disABILITY Summit
- Have to get better attendant care so people can participate
- Invite entire community
- Reach out to Washoe County School District

## **DisABILITY SUMMIT REPORT**

City of Reno Access Advisory Committee

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- Get information out to the public
- Train people without disabilities to improve their knowledge about people with disabilities
- Improve transportation

### Written comments

- I am a petit mal epileptic and work for 11 years at CJ in Carson City then EEG for 3 months. Surgery on my brain at UCLA then 3 more years at work then good bye. I thought I had fewer seizures after surgery. But surgery meant nothing.

APPENDIX E:  
PASPORT TO INDEPENDENCE BREAK-OUT SESSION BULLETS:  
Facilitators: Joan Sperling Johnson & Leigh Lamoureux

Education Needed For

- Hospital discharge planners about community-based services

Suggestions:

- A central location for information
- Collaboration with community-based social workers
- Using consumers as a resource for information about services in the community
- PAS agency staff, attendants, consumers and their family members about community-based services
- PAS consumers about their rights and responsibilities pertaining to nonPAS and PAS-related issues
- PAS consumers about how to supervise PAS attendants

Suggestion:

- Northern Nevada Center for Independent Living (NNCIL) should provide PAS consumer education including information about money following the person from institutions to the community

Central Website/Agency Needed

- For information about topics ranging from PAS service providers to NonPAS services in the community

Suggestions:

- State of Nevada website under construction that will first address services targeted to senior citizens and eventually become a resource for many other populations
- NNCIL PAS website located at [nncil.org](http://nncil.org)
- Not every household has a computer; important for consumers to be able to speak with knowledgeable staff from a central agency

Advocates Needed

- In and out of hospital to help consumers:
  - Apply for PAS assistance
  - Navigate other systems
  - Protect their rights and ensure agency accountability by working in PAS agencies

PAS Agency and Attendant Problems

- Dissatisfaction with unrealistic management personnel practices of some PAS agencies
- Concerns about the difficulties involved in some PAS consumers trying to fire assistants
- High turnover of personal assistants
- Poor quality of service rendered by some attendants

Suggestions aimed at remedying above problems:

- Increasing benefits and salaries for attendants
- Changing and legislating personnel practices
- Lobbying legislators about issues

## **DisABILITY SUMMIT REPORT**

City of Reno Access Advisory Committee

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- Requiring that agencies allow consumers to make informed choices
- Putting in place a state-wide governing board that would regulate PAS agency personnel practices

### Backup for PAS Services a Problem:

- Particularly for consumers not residing in assisted living facilities
- Seven days a week but especially on weekends

#### Suggestions:

- Having agencies pay some PAS attendants per diem so they are on call seven days a week, twenty-four hours a day
- Put in place a process so that consumers can speak with PAS agency staff seven days a week, twenty-four hours a day

### Information about PAS Activities Not Available

- Some PAS programs don't make available information on the types of tasks assistants perform

#### Suggestion:

- All PAS programs should publish information on the entire range of services they provide

### Marriage

- Marriage often terminates Medicaid benefits including personal assistance services

#### Suggestion:

- Consumers and service providers lobby legislators and apply pressure to policy makers

### Waiver for Independent Nevadans (WIN) and Division of Welfare

- Difficult to get information about the WIN program from Division of Welfare staff

#### Suggestion:

- This issue should be brought to the attention of Welfare upper-level management

### Written Comment

One of the consumers unable to attend the conference provided the following feedback prior to the Summit. He said, "Many PAS assistants are with me one day. But when they realize the amount of work involved in my care, they don't show again." In response to this, one participant suggested that position descriptions based on the needs of each consumer be created in conjunction with the consumer and made available to prospective attendants.

APPENDIX F:

DIGNITY IN LIFE BREAK-OUT SESSION BULLETS:

Facilitators: Randy Snow & Scott Youngs    Recorders: Elisa Maser & Michael Goesch

Concerns

- It is believed that the community at large factors dignity into the planning equation
- Compromise may equal loss of dignity
- Agency doesn't plan for accessibility in services
- "Golden rule" = treat others equally
- Specific disability in relation to disability
- Specific personal issues can compromise dignity
- Respect
- Various barriers, transportation, building, interpreters, financial
- Nevada is rural, which is a barrier
- Reliance on various different services / people
- Discrimination – more accommodations
- More legislative participation
- Out of "mainstream society"
- Questioning parental skills of people just because they have disability
- Society's disability perception
- Total dignity in life/dying and medical issues
- Assumption based on appearance – society needs to be educated – take self-inventory
- Marketing the disabled community with the rest of the community – wasting valuable community resources by not counting assets
- Be assertive

What is dignity from a community perspective?

- Is there an understanding of what dignity is within the community?
- Definition – showing people the proper respect, self-dignity should not be compromised
- Easy accessibility to services a must
- Treating every individual the way they want to be treated = dignity
- Acknowledgement of other's needs
- Consideration for others needs, for example transportation
- Respect
- Architectural barriers / transportation barriers

## **DisABILITY SUMMIT REPORT**

City of Reno Access Advisory Committee

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- From rural areas to cities and towns
- Reliance on others for services has an impact on dignity
- Large events frequently are unplanned leading to discrimination for those with disabilities
- Discrimination is the result when the general public is uneducated
- Feelings of isolation from mainstream of society
- Stereotypes about people with disabilities
- Dignity is compromised by others who are unaware of needs
- Frequently people with disabilities are seen as incompetent
- Preconceived notions are a huge problem
- How can one maintain dignity while asking for help at the same time
- Self-evaluation is necessary
- Market instead of education to promote more interest in providing help
- Use market as a way to change people's attitudes about disabilities
- Being over assertive isn't helpful – use the situation as a way to educate people



## APPENDIX G: ACKNOWLEDGEMENTS

The City of Reno Access Advisory Committee is grateful for the generous assistance of the co-sponsors of the Northern Nevada disABILITY Summit 2003. The success of this inaugural event would not have been possible without their monetary assistance. But, money alone is not what helped to make this event successful. The community support this event attracted was, in one word, outstanding! Their commitment to design innovative and inspiring marketing materials, to volunteer to facilitate workshops, to post flyers throughout the community, to just get in “to do the work” was unsurpassed.

The Northern Nevada disABILITY Summit 2003 Coordinating Committee wants to take this opportunity to thank all those individuals and organizations that contributed to the success of the Northern Nevada disABILITY Summit 2003. And, most importantly, the Coordinating Committee wants to thank those consumers, advocates, parents, educators, community and business leaders, and other stakeholders for attending this event for without their input – your input – the goals and objectives of the Summit could not have been realized.

### ***A Special Thanks to Our Friends:***

*Bayer Bauserman & Company  
Northern Nevada Center for Independent Living,  
A United Way Agency  
Moore Iacofano & Goltsman, Inc.  
Nevada Disability Advocacy and Law Center  
National Multiple Sclerosis Society  
NOXQs  
Sparks Advisory Committee for the Disabled  
Washoe County*

### ***Workshop Facilitators & Recordors***

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Charles Bullock, Ph.D., University of Nevada, Reno  
Paul Devereux, Ph.D., University of Nevada, Reno  
Jim German, Washoe County  
Jacqueline Jeanney, Student, University of Nevada, Reno  
Kayla Krone, Student, University of Nevada, Reno  
Leagh Lamoureaux, Northern Nevada Center for Independent Living  
Patricia McAlinden, University of Nevada, Reno  
Donna Ruiz, United Way of Northern Nevada and the Sierra  
Joan Sperling-Johnson, Northern Nevada Center for Independent Living*

## **DisABILITY SUMMIT REPORT**

City of Reno Access Advisory Committee

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Members of the Northern Nevada disABILITY Summit 2003 Coordinating Committee included:

*Cheryl Katzmark, Chair  
Northern Nevada Center for Independent Living  
Yvonne Brueggert, Nevada Disability Advocacy & Law Center  
Robert Desruisseaux, Northern Nevada Center for Independent Living  
Donna Ruiz, United Way of Northern Nevada and the Sierra  
Mary-Catherine Wilson, National Multiple Sclerosis Society*

On behalf of the Reno Access Advisory Committee and the Northern Nevada disABILITY Summit 2003 Coordinating Committee, we want to thank each of you for a job well done!

Respectfully,

*Scott Youngs  
Chair  
Reno Access Advisory Committee*

*Cheryl Katzmark  
Chair, Coordinating Committee  
Northern Nevada disABILITY Summit 2003*

APPENDIX H:  
CITY OF RENO ACCESS ADVISORY COMMITTEE 2003

The City of Reno Access Advisory Committee was created by the Reno City Council on December 11, 1989. The Committee is committed to making the City of Reno a leader in enabling the full participation of persons with disabilities in all facets of life in Reno, thus promoting the health, safety, and general welfare of the community.

If you have any concerns in Reno, you may contact Laura Dickey, S.P.H.R., Staff Liaison and ADA Coordinator, at 775.334.3123 or e-mail her at [dickeyl@ci.reno.nv.us](mailto:dickeyl@ci.reno.nv.us) or Scott Youngs, Committee Chair, at 775.784.4921 ext. 2355 or e-mail him at [syoungs@unr.edu](mailto:syoungs@unr.edu). The 2003 Reno Access Advisory Committee includes the following members:

Scott Youngs, Chair  
Michael Goesch, Vice-Chair  
Dennis Granata  
Cheryl Katzmark, Member & Coordinating Committee Chair  
Donna Ruiz, Member  
Mary Wagner, Member  
Council Liaison, Pierre Hascheff, Councilmember-at-Large  
Laura Dickey, Staff Liaison

APPENDIX I:  
RESOURCE LIST

The City of Reno Access Advisory Committee encourages you to visit the website for the United Way of Northern Nevada & the Sierra at <http://uwayreno.communityos.org> to search for disability related agencies, programs, and services. **CommunityLink**, in wide usage by human resources staff and service providers, has over 2,000 separate service listings in Northern Nevada. This website can help you find the right service to meet your needs, whether it is a disability-related concern, housing, senior services, or help earning a GED.

The City of Reno and the City of Reno Access Advisory Committee make no assurances that the resource list is exhaustive of all resources available to persons with disabilities. The City of Reno Access Advisory Committee has not attempted to validate the accuracy of the information provided for these organizations and/or services, nor can it assure to the reader that the information has not changed since publication of the document on the United Way of Northern Nevada & Sierra website. The City and the Access Advisory Committee do not endorse any of the organizations and/or services listed therein on the <http://uwayreno.communityos.org>.

You are encouraged to contact the organization and/or service to determine whether the program is appropriate for you. Should you have any questions, you may contact Laura Dickey, the Staff Liaison to the City of Reno Access Advisory Committee, at 775.334.3123 or e-mail her at [dickeyl@ci.reno.nv.us](mailto:dickeyl@ci.reno.nv.us).

APPENDIX I:  
ACTIONS FOR THE ACCESS ADVISORY COMMITTEE TO  
CONSIDER/PRIORITIZE

Overall Dignity in Life actions

- Create a “place” where people with disabilities are accepted, can be themselves
- Strengthen city policies / procedures to ensure that people with disabilities have full participation in decisions that affect them throughout the city
- Find partners to improve community awareness of the rights and needs of people with disabilities
- Develop innovative strategies for creating positive portrayals of people with disabilities and their needs
- Offer training in effective advocacy, public relations, and fundraising

General actions relating to housing, jobs, and transportation

- Create a committee to continue with a “gap analysis” of services to ensure that people with disabilities can get their basic needs met -- this group should also look for opportunities for collaboration and partnership in order to leverage existing funds/programs/services
- Create a task force to evaluate the potential benefits and issues related to a “one stop shop for services” along with any privacy concerns – this group may develop a series for recommendations for the city and / or the 2005 legislature
- Training in effective advocacy, public relations and fundraising can help increase available funding and programs as well as community support

Economic Self-sufficiency actions

- Job fair specifically for people with disabilities
- Educate employers
- Consolidate postings – job connect website
- Fund on-the-job-training programs
- Publishing resources
- Job coaching – available through Community Education classes?
- Change employer perceptions of liability – partner with the Chamber of Commerce for education / training opportunities?
- Micro-enterprise – partner with Nevada Microenterprise?
- Grant writers for business opportunity grants

Housing & Independent Living actions

- Enforce existing laws
- Universal design – incorporate into development code
- Take models to developers to make a fully accessible community – development review committee?
- Training: what is difference between accessible versus universal design

## **DisABILITY SUMMIT REPORT**

City of Reno Access Advisory Committee

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- Safe neighborhoods – communication with law enforcement?
- Funding / training for purchasing homes – HOME funds?
- Directory of services for disabled community – collaborate with Crisis Call Center, Nevada Resources, and United Way?
- Develop new rules to keep public libraries information on services / programs up to date

### Protection of Rights & Privacy actions

- Enforce existing laws / enforcement training
- Require all agencies to sign confidentiality forms – pass an ordinance?

### Equality of Opportunity, Inclusion, and Full Participation actions

- Enforce existing laws – parking, bathrooms, ADA at events, parks, etc.
- Vote – make sure the polls are accessible
- Reach out to the Washoe County School District
- Training in advocacy and fundraising – collaboration and alliances?